VA Medical Images and Reports User Guide

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Quick Guide to Access VA Medical Images and Reports

Below are easy, step-by-step instructions to access **VA Medical Images and Reports.** To begin:

(1) Log in to your My HealtheVet Premium account using your My HealtheVet User ID and Password or a Sign-in Partner

(2) Select **Health Records** in the dashboard

(3) Select **VA Medical Images and Reports**

(4) Select **Check Updates**

(5) Select the **View Images** link to view your images and report in your browser
   a) The **Images** tab displays the main image and thumbmail views
   b) The **Report** tab provides options (PDF File or View/Print button) to retrieve your personal information report

(6) Or, select the **Download** link to access your images and report in a single .zip file for each study

> **NOTE:** The processing time may vary depending on the size of the file. If your file sizes are very large, this process may take more time to complete. You can opt to receive an email notification that your file is ready on your My Profile page under the **Personal Information** tab.

(7) Select the **View Report** link to view, print or download a PDF copy of the Radiology Report for the desired study

(8) Optional: You can also choose to download a medical image viewer. It allows you to view Digital Imaging and Communications in Medicine (DICOM) image files. Please refer to the Optional: Available DICOM Viewers for Viewing Images section of this guide for instructions on downloading this software to view your DICOM images.

(9) Optional: You may transfer your images and reports from your computer (PC or MAC) onto a CD, DVD, USB flash drive, personal subscription service (such as iCloud or DropBox), or any portable drive of your choice.

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ℹ️ *Do not save your downloaded information to a public computer. When using a public computer, save your health information to a CD, thumb (flash) drive, or mobile device. If using a public computer, be sure to log out after you have finished. Remember to take the CD or thumb drive with you when you finish.*

You need to have access to a printer connected to the computer if you want to print your health information. Do not leave your printed information in a printer.

If you are using a personal subscription service (such as iCloud or DropBox) to help you manage documents and other types of files, be sure the service uses a secure wireless network. For extra privacy protection, save sensitive documents, such as health care records, on a password protected hard drive or mobile device. Do not use cloud services on a public computer.

You are responsible for protecting your personal health information when you print or download it. It is important to protect your information. Protect this information the same way you would protect your banking or credit card information.

VA Medical Images and Reports – Overview

Veterans who are VA patients with a My HealtheVet Premium account are able to access and download available VA Medical Images and Reports from their VA electronic health record (EHR) via Internet access. Veteran patients with a Premium My HealtheVet account can download VA Medical Images and Reports and save, print, and copy Digital Imaging and Communications in Medicine (DICOM) images (also known as diagnostic images) and on a Compact Disc (CD) to present to their caregivers and non-VA health care providers. Currently Radiology images and reports are available to download and save.

Radiology images include:

- Mammograms (screening and diagnostic)
- Radiographs (chest x-rays, abdominal x-rays, bone x-ray)
- Digital radiography (DR), computed radiography (CR)
- Fluoroscopy (barium swallow, upper GI, barium enema)
- Ultrasounds
- CT scans images and nuclear medicine images, may include Magnetic Resonance (MR) in facilities with PET (Positron Emission Tomography)/MR
- MRI, MR angiography, MR Venography
- Angiography radiographs and cine loops
- Interventional Radiology as part of the procedure, may include radiographs, ultrasound, CT, or cine loop.
    - Note: Ultrasound and Nuclear Medicine may have color images.

NOTE:

- Not all VA Radiology imaging studies are available, however VA Radiology reports are available using the Blue Button Medical Reports feature. This is linked from the My HealtheVet homepage under Health Records.
- The processing time may vary depending on the size of the file. If your file sizes are very large, this process may take more time to complete. On the My Profile page, you can opt to receive an email notification that your file is available.

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Completed requests are available for 3 calendar days. If needed, you can submit the request again at any time.

You can request up to three studies at any one time. If more than three studies are requested, the system will display a message to let you know that you can request additional studies once the current requests have completed.

If you have a question about your medical images or the associated report, contact your VA health care team.

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Getting Started with the VA Medical Images and Reports

The following information is the step-by-step process to access VA Medical Images and Reports.

Step 1 – Log in to My HealtheVet

Log into your My HealtheVet Premium account by selecting the **Login** button on the right side of the screen. You must have already registered as a VA Patient or CHAMPVA Beneficiary. If you do not have a My HealtheVet account, register by selecting the **Register** button on the right side of the screen and complete the registration form. Click on the login link in the Congratulations box to log into your account.

VA Medical Images and Reports
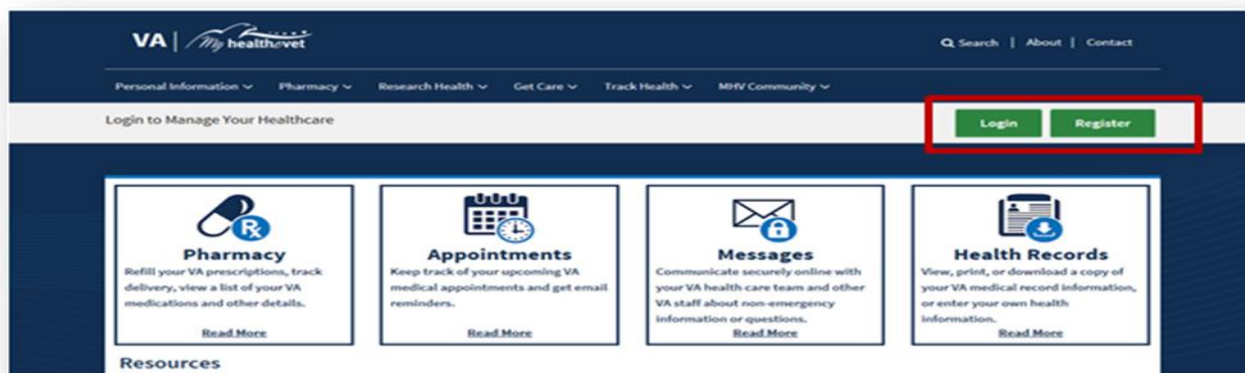
Step 2 – Access Your VA Medical Images and Reports

After logging in, there are three ways you can access VA Medical Images and Reports:

1. Select **Download My Data** under the Personal information tab

2. Or, select the **Health Records** or the **Blue Button Medical Reports** link in the dashboard.
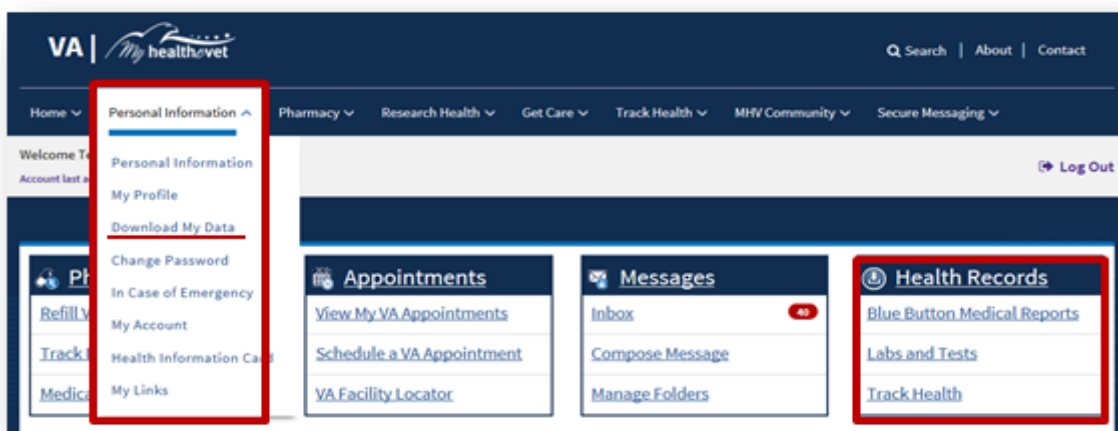
3. These links take you to the **VA Medical Imaging and Reports Summary** page.

VA Medical Imaging and Reports Summary

Date/Time Exam Performed ▼	Procedure ⇕	Test Name ⇕	Performing Location ⇕	# Images ⇕	File Size ⇕	I want to...
21 Nov 2016 @ 1151	MRI BRAIN W/O CONTRAST	MAGNETIC RESONANCE SCAN	Portland OR VAMC	44	3.67 MB	View Images Download
21 Nov 2016 @ 0851	MRI BRAIN W/O CONTRAST		Portland OR VAMC			View Report
13 Jan 2016 @ 0809	CHEST 2 VIEWS PA&LAT		Portland OR VAMC			View Report
30 Jan 2013 @ 1300	MAMMOGRAM SCREENING		Alaska VA Healthcare System			View Report

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4. Check for updates by selecting the **Check Updates** button.

Each day you log into your My HealtheVet account, your VA health information will be updated. Updates are done once a day. The following information is being updated:

- VA Medical Imaging and Reports
- VA Radiology

If you proceed with your download while updates are in progress, you may not receive the most up-to-date information.

Updates are done once a day.

Check Updates

Opening the Radiology Imaging Study and Report

Opening the study via the View Images link

1. You can choose to select the **View Images** link to view your medical images and the associated report in your browser.

Results can be sorted

A progress bar displays the status of your request. Depending on the size of your file and the speed of your browser, this can take up to a few hours to complete. You can log out and come back later. You can also update your profile to get an email notifying you when your images and report are ready.

Optional: You can also choose to download a medical image viewer. It allows you to view Digital Imaging and Communications in Medicine (DICOM) image files.

2. A simple viewer displays with two tabs: **Images** and **Reports**. The default tab is **Images**.
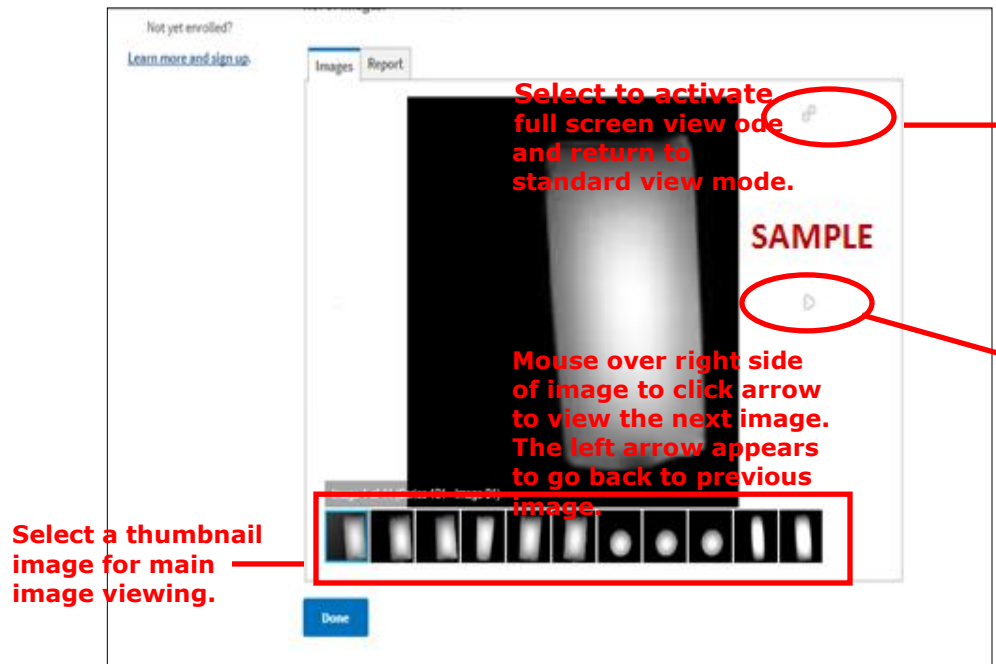
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3. On the **Report** tab, select the **Download PDF File** or **View/Print** button to view and print the PDF File of the report.

Download PDF File (Sample)

View/Print PDF (Sample)

a) Select the **Text File** or **View/Print** button to view and print the report in text (.txt) format.
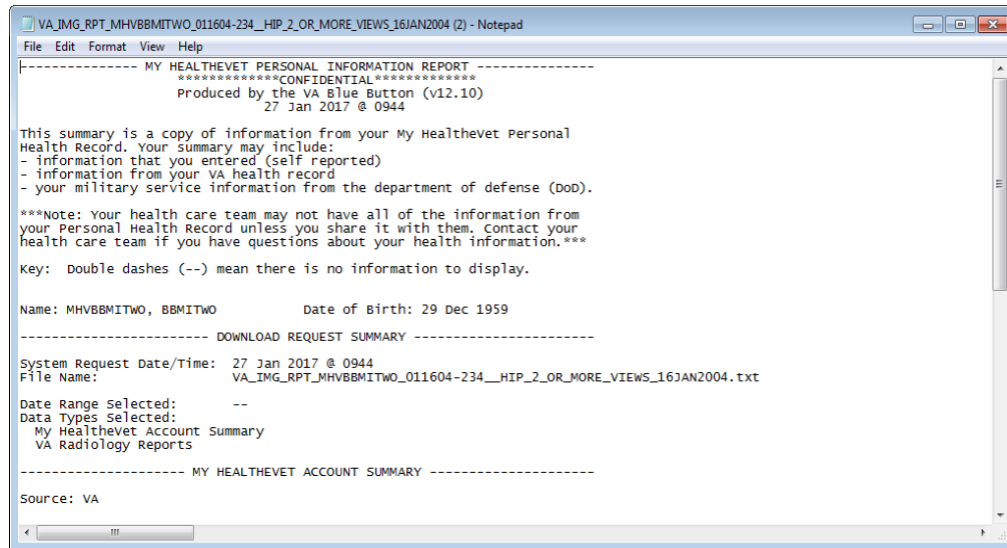
Download Text File (Sample)

View/Print Text File

Opening the study via the Download link

1. Select the **Download** button then click **Open** to access your images and report in a single .zip file for each study.

Optional: You can also choose to download a medical image viewer. It allows you to view Digital Imaging and Communications in Medicine (DICOM) image files.

4. Select the **DICOM** .zip file folder to access your medical images.

> **NOTE:** The **DICOMDIR** is a directory file that is needed for other computer systems to identify and locate the DICOM images that are included.
> The **README .**txt document provides a few tips for using this .zip file.
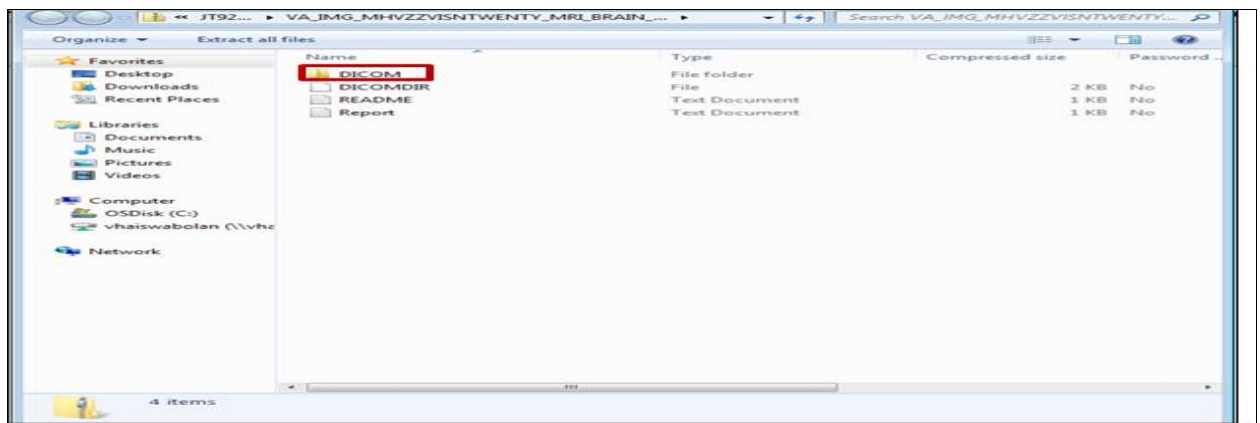
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5. Double-click the file to open it:
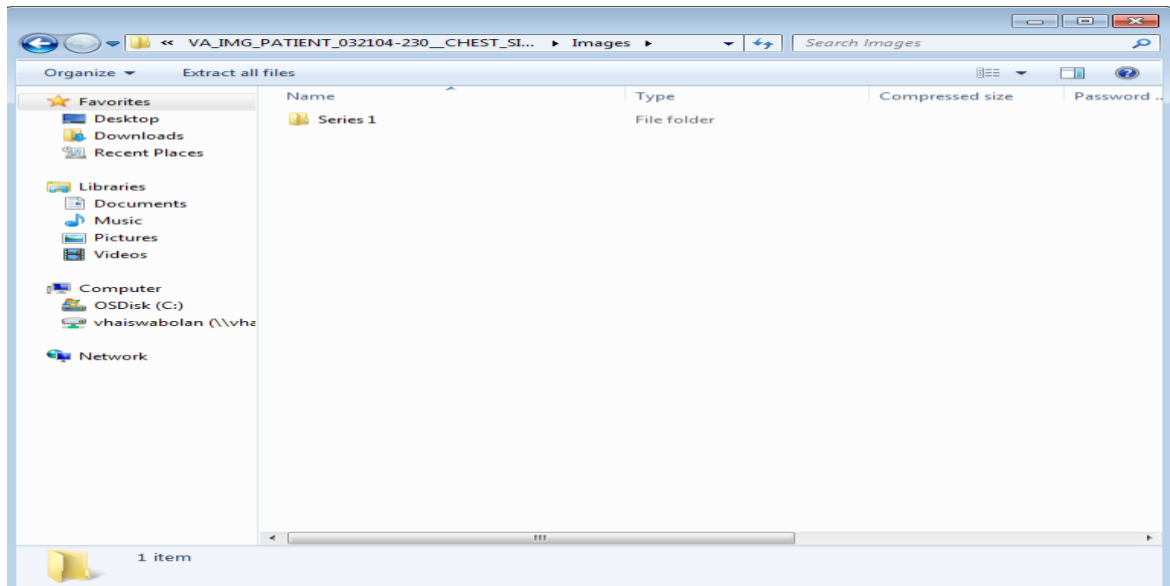
6. Double-click the PDF File to review and print your images:
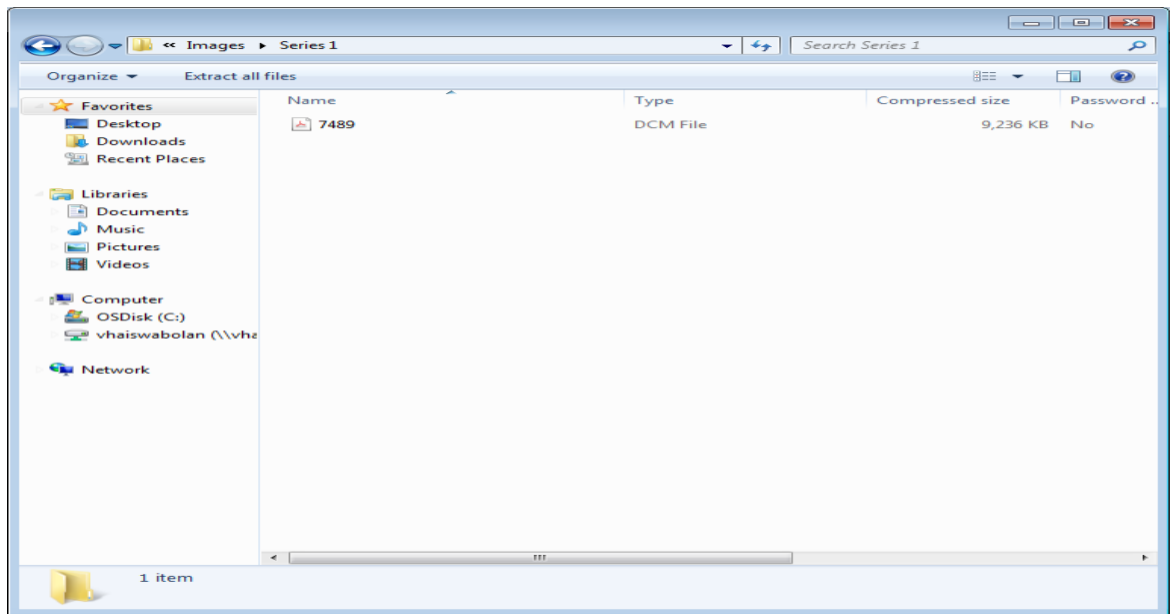
7. To open the **Report** document, double-click on it. The **Report** .txt file is a copy of your report. This is the same report that is available in PDF or .txt format when you click on the **View** button instead of the **Download** button for a study.
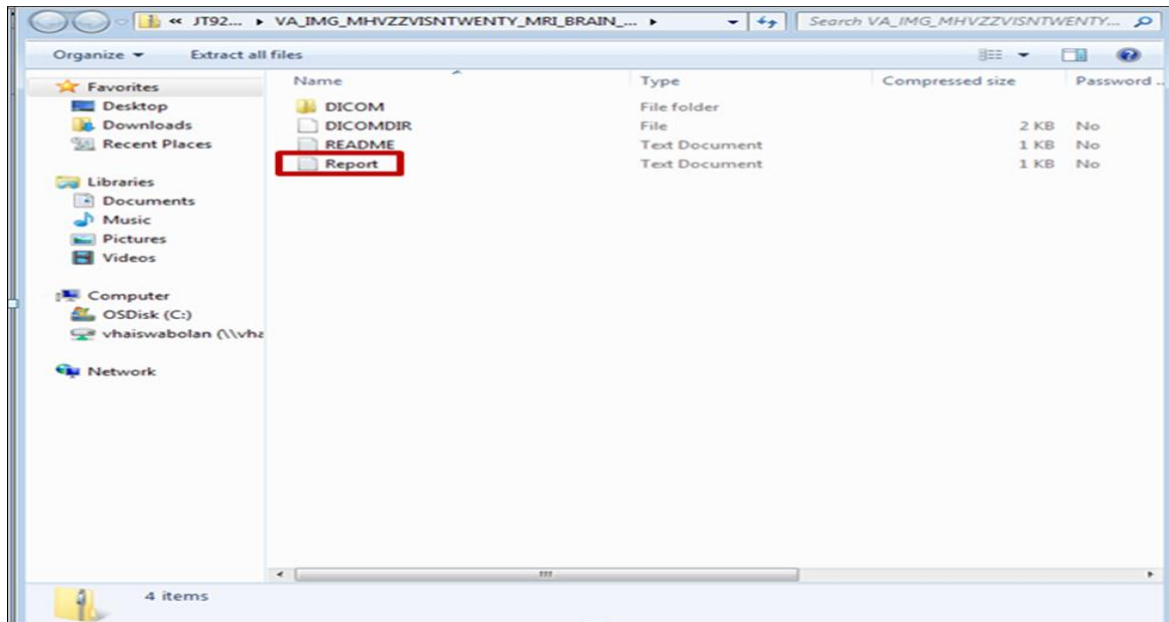
8. The report opens in a Notepad browser window:
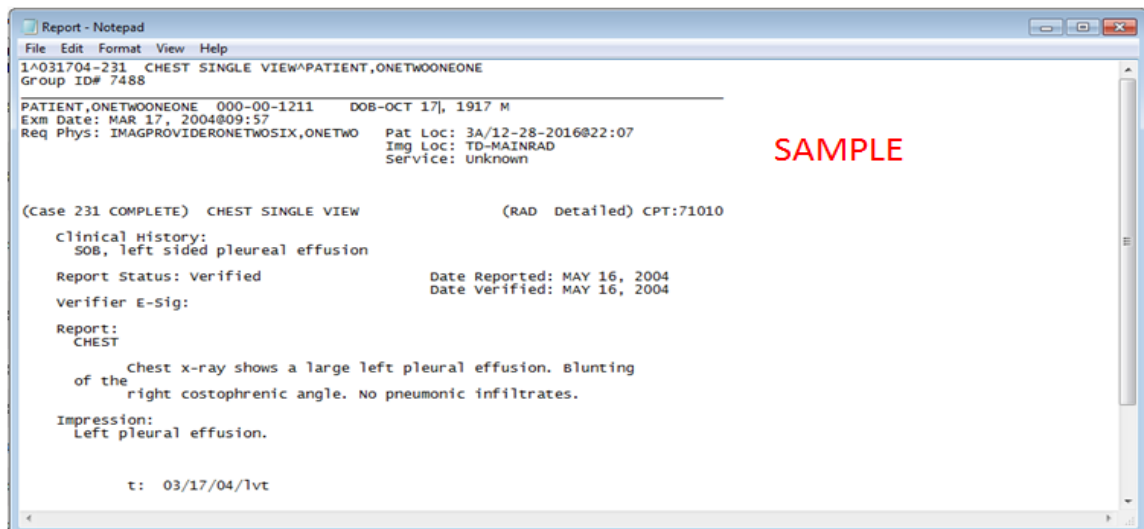
Optional: You may transfer your images and reports from your computer (PC or MAC) onto a CD, DVD, USB flash drive, personal subscription service (such as iCloud or DropBox), or any portable drive of your choice.

Opening the study via the View Report link

VA Medical Imaging and Reports Summary

Date/Time Exam Performed ▼	Procedure ◊	Test Name ◊	Performing Location ◊	# Images ◊	File Size ◊	I want to...
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13 Jan 2016 @ 0809	CHEST 2 VIEWS PA&LAT		Portland OR VAMC			View Report
30 Jan 2013 @ 1300	MAMMOGRAM SCREENING		Alaska VA Healthcare System			View Report

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1. Select the **View Report** button to display your personal information report.
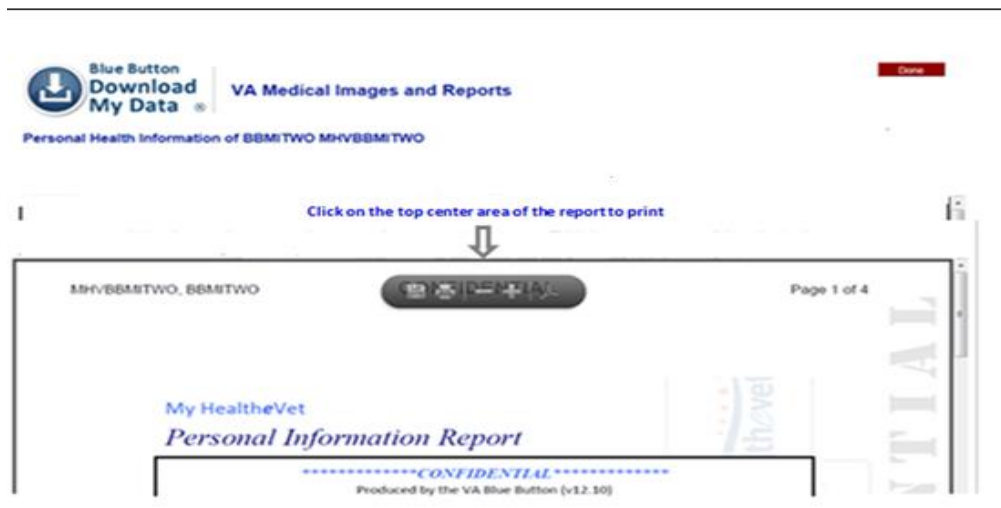
Opening a .Zip File

To protect your personal health information, do not open a .zip file when using a public computer. It will automatically save the information in the download folder of that computer and may be visible to other users.

The My HealtheVet Blue Button VA Medical Images and Reports feature allows you to open images and reports transmitted in a .zip file. Your images and reports are provided in a single .zip file for each study.

You can identify .zip files by the zipper on the folder icon.

When your download is complete, your files will be saved in your DICOM.zip file. To open the .zip file, double-click the folder to open files containing the medical images and report. The unzipped folder opens in a new window, and you can begin working with the files contained inside that folder.

The .zip file contains the following files:

DICOMDIR: Shows the program (Adobe Acrobat) that will be used to open the PDF file

- DICOM: A folder that contains your medical images
- README.TXT: Provides a few tips for using the .zip file
- REPORT: This is the same report that is available in PDF or .txt format when you click on the **View** button instead of the **Download** button for a study

You are responsible for protecting your personal health information when you download it. It is important to protect your information. Protect this information the same way you would protect your banking or credit card information. Do not save your downloaded information to a public computer.

Optional: Available DICOM Viewers for Viewing Images

DICOM, which stands for Digital Imaging and Communication in Medicine, is medical imaging technology that provides storage and convenient access to images from multiple types of equipment. It allows communication between various image sources and computer devices so that you can view, store and print medical images.

The following are available DICOM Viewers for saving, printing and copying your studes. Click on a DICOM Viewer for more information and instructions on how to download it to your computer:

ImageJ	ImageJ is a free JAVA image processing program. It runs on computers with Java 1.4 or later. ImageJ displays, saves and prints medical images. It reads graphic formats including TIFF, GIF, JPEG, and DICOM (Digital Imaging and Communications in Medicine).
RadiAnt	RadiAnt is a free DICOM viewer. It allows users to view, save and print medical images from a CD or DVD disc. There are no installation or programming requirements like JAVA.
Mango for the Desktop	Mango is a free viewer for medical images. It allows users to view, edit and analyze medical images in dimensions like 2D, 3D and 4D.
synedra	Synedra Synedra is a free viewer that supports the display of DICOM, PDF, and various image and video formats. It is loaded from the Synedra AIM file system.

Where to Find Help

Frequently Asked Questions, Help and Contact MHV

1. Select **FAQ** to go to **Frequently Asked Questions** and get commonly asked questions and answers about My HealtheVet features.

2. Select **Help & User Guides** for general guidance on using My HealtheVet and User Guides for My HealtheVet features.
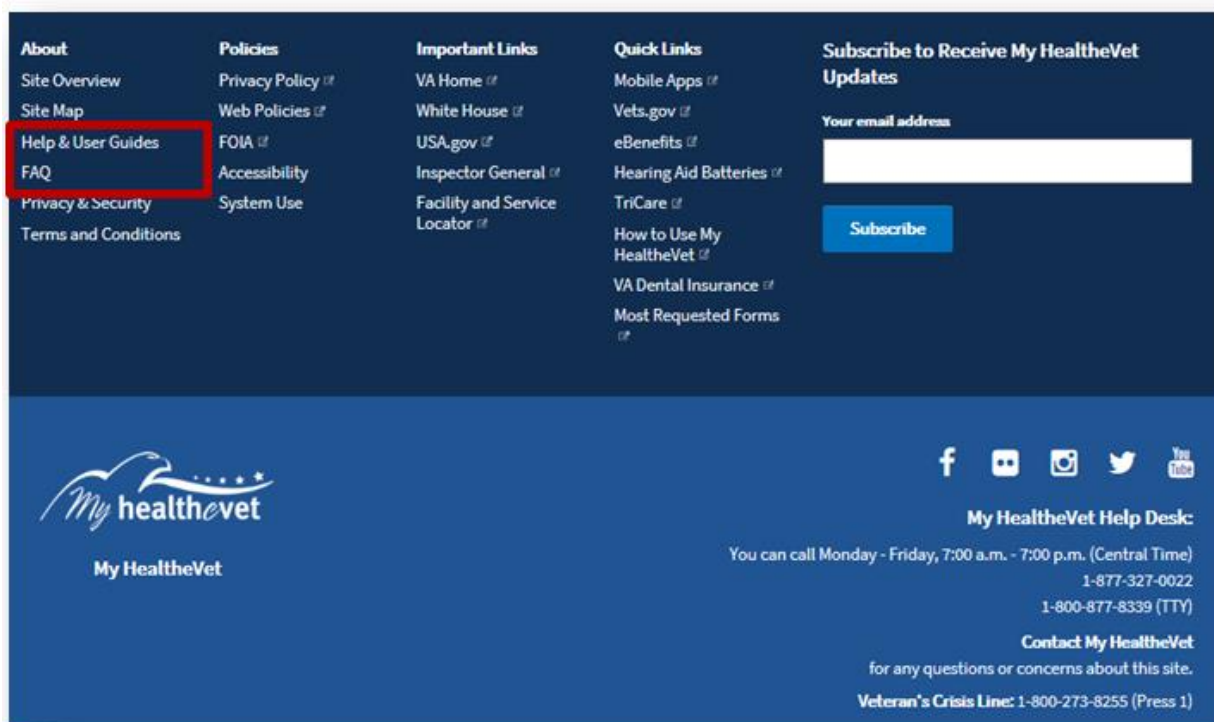
3. Select **Contact** to send a message to the My HealtheVet Help Desk or contact them at 1-877-327-0022 Monday - Friday, 7:00 a.m. - 7:00 p.m. (Central Time), or 1-800-877-8339 (TTY).
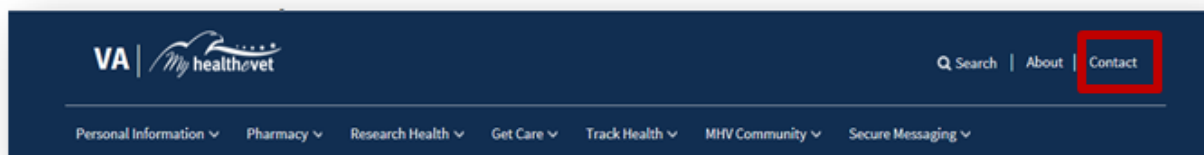
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Definitions

DICOM – DICOM, which stands for Digital Imaging and Communication in Medicine, is medical imaging technology that provides storage and convenient access to images from multiple types of equipment. It allows communication between various image sources and computer devices so that you can view, store and print medical images.

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Compact Disk – A Compact Disc (also known as a CD) is a round disc used to store information from your computer. A CD is portable and requires special handling to prevent damage to the recording. A CD is one of the most common ways to store information.

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Thumb drive – A thumb drive is a small electronic device used to store information from your computer. It is also known as a flash drive or pen drive. A thumb drive is lightweight, portable and easy to use for moving information. It fits into the USB slot on a computer. Then the computer can read your transferred information.

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Mobile Device – A mobile device, which is also referred to as a handheld, handheld device or handheld computer, is a computing device. Mobile devices usually come with a touch or non-touch display screen and sometimes, even a mini keyboard.

There are many types of mobile devices, the commonest among them being, mobile phones and smartphones.

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